

Region IV Behavioral Health Board Meeting
June 11, 2015
Room 131, 1720 Westgate Drive, Boise, ID 83704

11:00 AM – 1:00 PM

Time	Agenda Item	Presenter	Notes
11:00-11:10	Welcome/call to order; Introductions; Approval of consent agenda (includes May minutes and reports attached to agenda)	Chris Saunders, Chair	
11:10-12:00	Executive committee report Nominations for Board officers July 2015-June 2016 July Meeting date – keep on calendar or cancel? Elections Old Business Application to State Planning Council Budget update, year end Board Committees (appointed) MOA Update CDHD Introductions Ex Officio appointment	Chris Saunders, Chair Laura Thomas Laura Thomas for Jennifer Burlage Chris Saunders CDHD	
12:00-12:30	Optum Update and Board Discussion	Optum Staff	
12:30-12:45	Opportunity for Public Comment to the Board	Public	
12:45 -1:00:	Announcements Next meeting Agenda Items Wrap-up	All	

Next scheduled meeting July 9, 2015 – Board meeting 11am to 1 pm Room 131 Region 4 offices, 1720 Westgate Drive

Welcome to Region 4 Behavioral Health Board

June 11, 2015

Call to Order

- Welcome
- Introductions
- Approval of consent agenda – approves agenda for today, draft minutes, and accepts standing reports. Agenda additions need to conform to open meeting law requirements.

Mission and Vision R4 BH Board

Mission

- We improve behavioral health by developing solutions with our communities.

Vision

- An integrated health system accessible to everyone

Values

- Respect – We value all perspectives.
- Progressive – We move forward.
- Integrity – We do the right thing.
- Innovative - We are open to new ideas.
- Transparent – We clearly show what we do and why we do it.

Executive Committee Report

- Written copy of June 2 meeting
- Nominations for Board officers for the July 2015-June 2016 term
- July Meeting Date
- Elections

- Ex Officio appointment

Old Business, con't

- Update - Application to the State Planning Council
- Budget Update Report included in meeting documents (accepted with consent agenda motion)

Old Business, con't

- MOA update
- CDHD Introductions
- Ex Officio appointment

Optum Update

- Quarterly Report
- Discussion

Opportunity for Public Comment

- Any members of the public who wish to address the board with a question, concern or request – please take this opportunity.

Announcements Agenda Items and Requests

- Announcements
- Agenda items, Next meeting requests

Next meeting and Adjournment

- July 9, 2015 11 a.m. to 1 p.m.
 - Room 131 and telephone conference option, video conference from Mtn. Home

New Contacts

- Board Members will receive information on new contacts for board business.
- Best wishes for great success!

Executive Committee Region 4 Behavioral Health Board – Ada County Sheriffs Offices

Chris Saunders, Chair; Jessica Wojcik, Vice Chair; Jeremy Clark, Member at large; Laura Thomas, DHW
CRDS present Jennifer Burlage on vacation; Sabrina Swope, absent

June 4, 2015 8:30 am to 10:00 am

Memorandum of Agreement – CDHD did not review the MOA at their board meeting on May 15, 2015. A question was raised by CDHD director on the need for the MOA with a signed contract containing much of the same wording. The MOA is the document that includes the R4 BH Board in the relationship agreements; the board was not a signor to the contract.

State Planning Council applicant status – the application has been filed prior to their June meeting; notice was received that they have a committee process for review. Status of the application is pending.

Budget Update

Laura has processed all invoices for the board approved expenses; the budget balance at the end of June is expected to be \$.65.

Committee Appointments

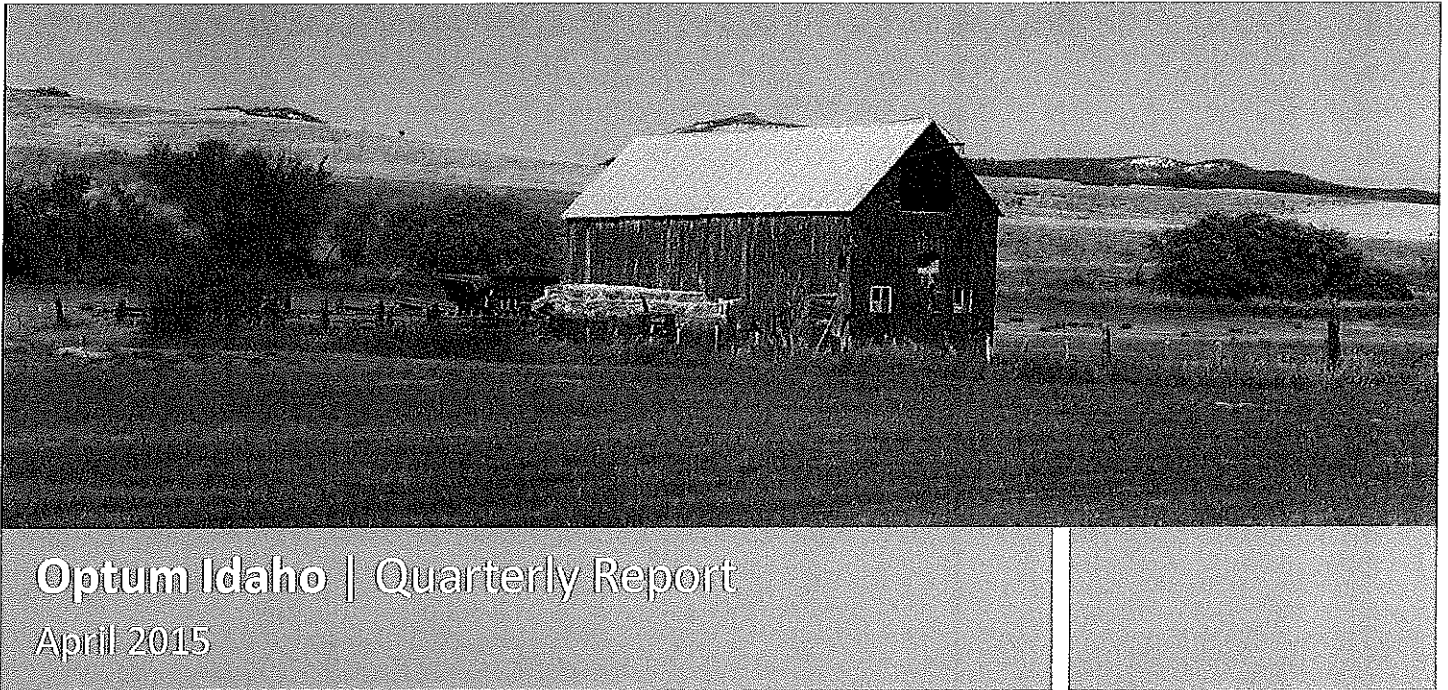
- Recovery/Wellness Oriented Members appointed:
Trini DeMarco (Board Member)
Brandi Hissong (Board member in Mtn Home)
Ginny Gobel – volunteer, parent, Boise Ignite and PEER Wellness Center
Terrance Sharrer – New Journey Sober Living and PEER Wellness Center
Shawna Ross – Boise Ignite
Vanessa Johnson – Access Behavioral Health and PEER Wellness Center
Melanie Curtis – Recovery Idaho and SHIP
Ken Williams – DHW Recovery Coach and PEER Wellness Center
- Providers Members appointed:
Ken Widick – SHIP (and board member)
Destry Eskew – Easter Seals Good Will
Chris Christopher – Pioneer Health
Amy Jeppesen – Recovery4Life
Tami Jones - Idaho Behavioral Health
Delanie Valentine – ACSO

Officer nominations and elections: The discussion centered on having more than nominations at June meeting if possible. Executive committee's recommendation is to hold nominations, and if possible, elections at the June 11 board meeting. If the board agrees there is not sufficient business, recommendation is to cancel the July meeting and resume meeting in August.

Per the bylaws, officer election is for the July to June term annually.

Region 4 Behavioral Health Board 2014-15 Budget Summary

Date	Amount
8/20/2014	\$ 36.13
8/27/2014	\$ 43.94
8/27/2014	\$ 24.46
8/27/2014	\$ 33.94
12/9/2014	\$10.00
12/11/2014	\$ 18.39
	\$ 116.51
12/11/2014	\$ 1.74
	\$ 11.14
Mileage 2 Mtg	\$ 97.68
3 17 15 <i>mileage</i>	\$ 48.84
3 17 15 <i>parking</i>	\$ 7.00
CRAFT <i>training</i>	\$ 2,000.00
4 9 15 meal <i>board mtg</i>	\$ 147.83
Raney <i>mission vision</i>	\$ 500.00
ICADD	\$ 4,850.00
ICADD fee	\$ 195.00
CMH	\$ 492.08
1st Month <i>of contract</i>	\$ 4,166.67
videographer (May 8 events CMH)	\$ 950.00
Transportation Services	\$ 1,248.00
total to date	\$ 14,999.35
balance	\$ 0.65
	\$ 15,000.00



Optum Idaho | Quarterly Report

April 2015

At Optum Idaho, our goal is to help people enrolled in the Idaho Behavioral Health Plan access the outpatient mental health and substance use care services that are available to them through Medicaid. We are dedicated to working in partnership with providers and community stakeholders to implement an accountable, outcome-driven, recovery-centered system.

Key Initiatives

We continue to develop initiatives that help achieve the joint vision of the state and Optum Idaho to help people access the outpatient mental health and substance use services they need to reach recovery and resiliency. These recovery-oriented initiatives include:

- Telehealth provides increased access to care in rural communities.
- The continued use of evidence-based practices for making care decisions.



Idaho Behavioral Health Plan

Telehealth helps address care gaps in rural communities

Helping people who live in rural areas access mental health and substance use services is a top priority for Optum. When the company began its contract in Idaho in 2013, one of the first things it did was expand telehealth services to meet the growing needs of rural communities.

Telehealth is a nationally recognized service that provides care to people through videoconferencing, bringing them "face-to-face" with a clinician or other health care provider who can give them the care they need.

To make telehealth more accessible, Optum expanded the number of clinicians who can provide the service. Now, psychiatric nurse practitioners can provide the service. Several providers have hired psychiatric nurse practitioners to provide telehealth services, enabling more people who live in rural areas to get the care they need without leaving their community.

Optum will continue to work with providers to identify additional telehealth growth opportunities to implement an accountable, outcome-driven, recovery-centered system and ensure people have access to the care they need.

Optum also participates on the Telehealth Council, which was introduced last year as a result of legislation, to help increase access to care through the use of telehealth. Dr. Michael Bess, national medical director of telehealth for Optum, and Becky diVittorio, executive director of Optum Idaho, have served on the Telehealth Council. The Council also recently helped with the development of HB 189 which will allow for more Idahoans to access the services they need in their community through telehealth advancement.

For more information on telehealth and how to become a telehealth provider, please contact Optum Idaho at 1-855-202-0983.

Optum | By the Numbers

430

The number of provider calls into Optum Idaho in February 2015. This includes both the care management and provider customer service lines.

Top reasons providers call Optum:

1. Authorization Request
2. Claims payment inquiry
3. Check on member's eligibility

The number of member calls into the Member Crisis and Access Line in February 2015.

Top reasons members call Optum:

1. Benefits inquiry
2. Follow-up on previous inquiry
3. Crisis help

99.9%

Percent of Optum Idaho members that have access to a provider within 45 miles

Optum continues to work with providers to achieve 100% access to care within 45 miles for all members of the Idaho Behavioral Health Plan.

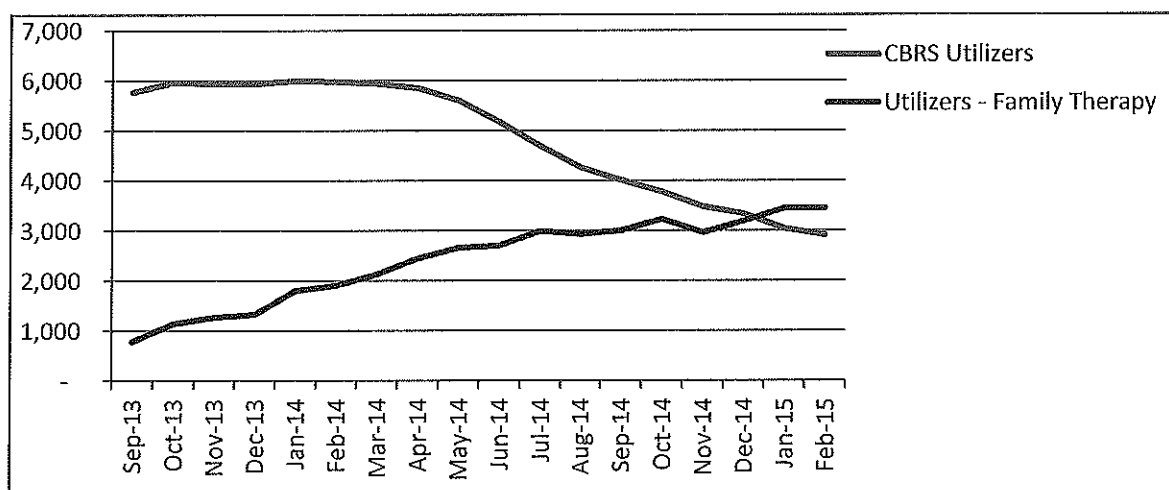
Year 1: In Review

Data shows a Shift in Services to Evidence-Based Practices

Optum Idaho began managing the behavioral health system in September 2013. A year into the transformation, more Idahoans are getting treatment that has been proven to work and is supported by the scientific research and the national medical and health care communities.

Community Based Rehabilitation Services (CBRS), which aims to help people manage their mental health conditions by providing basic social skills training, was used as a standalone treatment for children. The standalone use of CBRS in this way is not an evidence-based practice recognized in national standards of practice, as safe or effective. Because CBRS is not recognized as an effective active treatment for children, Optum has encouraged the use of more individual and family therapies. As a result, we are seeing increased use in evidence-based therapy treatments.

Utilization of Medically Necessary Services – CBRS & Family Therapy



HOW OPTUM DATA IS PULLED

A key part of ensuring members are accessing the right care at the right time and place is reviewing and analyzing claims and membership data.

Optum data is pulled from current claims data. There is a 90 day lag in the claims data availability since providers may bill for services up to 90 days after date of service.

For example, if data is requested in March 2015, the latest complete claims data that can be pulled would be 90 days before March 2015.

Once claims data is pulled, it goes through an industry-standard quality assurance process to verify the integrity of the data.

Year 2: Looking Ahead

Focusing on community need and collaboration

In our second full year, Optum is committed to continuing to work with providers, members, families and communities to implement evidence-based practices as well as:

- Expand the array of covered services to ensure members are able to access the right services
- Enhance the crisis response system to immediately address the needs of members in their communities
- Strengthen the role of stakeholders in system design to help address needs throughout Idaho.



Region 4 | Quarterly Report Data

April 2015

- ☞ Number of Unique Members living in Region 4: 54,943 (*21% of all Idaho members*)
- ☞ Number of Unique Members who have accessed services from October 2014 to December 2014: 6,893 (*26% of all Idaho members that accessed services*)
- ☞ Mental health clinicians per 1000 members through March 2015 in Region 4: 23.8 (*Statewide: 18.5*)
- ☞ Prescribers per 1000 members through March 2015: 4.6 (*Statewide: 3.5*)
- ☞ Substance Abuse Groups per 1000 members through March 2015: 0.4 (*Statewide: 0.7*)

☞ Provider Satisfaction Survey Results and Actions

In our ongoing efforts to increase provider satisfaction, Optum team members regularly review provider feedback and various scores within the survey that do not meet our internal standards of satisfaction in order to make improvements and reach target goals. We are currently executing improvement action plans to positively impact the overall satisfaction of network providers by the end of the reporting year. Please look for more detailed information on results, target goals and what steps we are taking to improve processes in our second quarter report.



205 East Water Tower Lane
Meridian ID 83642
P 208-914-2012
F 855-836-3960

June 2, 2015

Dear Regional Behavioral Health Board Members,

I am writing in regard to some concerns we continue to hear in relation to provider referrals for substance abuse treatment.

Optum's goal is to ensure that people are getting access to the right care, at the right time to help them in their journey toward recovery. Our focus is on recovery-based care which emphasizes customized individual treatment plans and programs for each person, taking into account his/her goals and strengths. When a member calls Optum and indicates a need for substance use disorder services (SUDS), Optum works to ensure they have access to those services and are referred appropriately to a provider that is credentialed and state-approved to provide SUDS. In addition, Optum consistently recommends that a SUDS referral be obtained if it is not indicated when processing utilization management requests.

While referrals are not tracked by specialty in our call system, we can verify that our SUDS provider directory listings (which are used by staff that help with referrals) are up to date with current information. Providers and members can also access our entire directory of providers, including SUDS providers, on our website at OptumIdaho.com.

Optum also has a focus in helping to ensure all members are able to access integrated mental health and substance use health care. To meet this need, we work to link providers to address a person's whole health. According to SAMSHA, "addressing both mental health and substance use issues at the same time produces better outcomes for individuals with co-occurring mental and substance use disorders. Without integrated treatment, one or both disorders may not be addressed properly."

Therefore, developing collaborative opportunities to help link substance use and mental health providers to address a member's whole health needs is a priority Optum continues to work on. To that end, we are working diligently to bring education, training sessions and on-site support to assist in this process. To also assist in the education process, we will be sending a Provider Alert in June to all network providers about the requirements for completing a global appraisal of individual needs (GAIN) which providers of substance use disorder services are required to use for assessing Member substance use disorder treatment needs.

As always, please don't hesitate to contact me at 208-914-2012 or via email Rebecca.divittorio@optum.com if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads 'Rebecca diVittorio'.

Becky diVittorio, Executive Director

CC: Amy Jeppesen, President of AACT Idaho
Ross Edmunds, Idaho Department of Health & Welfare